

**Technology Customer Council Meeting
Minutes of June 8, 2004**

F i n a l

Present: Rich Jacobs, Jim Anderson (for Cindy Eisenhower), Keith Greiner (for Gary Nichols), Steve Mosen, Greg Wright, Lee Tack, Steve Morris, Marv Van Haaften, Larry Murphy

Absent: Gerry Bair, Steve Gast, Leon Schwartz, Carl Martin

Guests: John Gillispie, Lorrie Tritch, Patti Allen, Nadir Mehta, Marianne Mickelson, Judy Peters, Mollie Anderson, Diane Van Zante

Steve Mosen, Chair, called the meeting to order. It was noted that a quorum of members was present.

1. Review and Approve Minutes – Larry Murphy moved approval of the May 18, 2004 meeting minutes. Greg Wright seconded the motion. An oral vote was taken, approving the minutes as written.
2. DAS Director Update – Mollie Anderson. The new I3 system went live last week and Mollie believes the transition has gone better than expected. Mollie acknowledged council members' concerns about the I3 rate. Customers are busy trying to acquaint themselves with the new system; agencies are concerned about the cost, especially since budgets are tight. At this time, Mollie does not believe that it is appropriate to ask the Technology Customer Council to set a rate for FY06. It is not practical to have customers go through the adjustment of a new system and try to figure out how to set rates at the same time. Mollie, Cindy Eisenhower, and John Gillispie are looking at alternative funding options for the first year, such as the Innovations Fund. In FY06, a governing customer council would be established, comprised of users of the system and technical staff who know how the system works, to set a rate for FY07. There is some discussion that an interim rate would be set for FY06, equivalent to the amount that was distributed (\$1.1 million) plus a small percentage increase. More than likely, agencies will pay the same thing they do now, plus a small additional cost; further discussion is needed with both the Governor's Office and the users. Mollie would welcome any comments on the makeup of the new customer council or where it should be housed. During the meeting, members commented that they felt it was a good strategy and that ITE would be able to get a better handle on costs over the first year; the governance council should be a combination of people, heavy on business and light on the IT side; it must be moved from an IT project to a business unit. Mollie inquired what size of a group the new council should be. A suggestion was offered that it might be helpful if the leader was someone already engaged in one of the customer councils as that person would already have a sense of how the councils function, thus there would be less of a learning curve. Council representatives should also include subject matter experts. Larry Murphy mentioned that the court information system had started in IT, but moved to user governance and that had been a positive move.

Mollie would like to convene the I3 governing customer council as soon as possible. John believes that there needs to be a "business owner" of I3 and that the owner should not be ITE. Mollie indicated that the governing council might be structured similarly to the existing

customer councils, including representatives from large, medium, and small agencies. A suggestion was made to include representatives from each of the three customer councils. It may also be helpful to have a user group as well as a separate governing board. The next step is scheduling a meeting between Cindy Eisenhauer, Mollie, and John to decide what the interim structure will be. Mollie advised that she would welcome any comments/suggestions.

3. I/3 – John Gillispie. The I/3 transition has gone more smoothly than expected, but has experienced a few hiccups. The I/3 Team discovered a few technical problems and there continue to be concerns about printing. Conference calls are being held daily to keep customers informed of issues. The Treasurer and the State Accounting Enterprise have been balancing their accounts every day. It will take some time before the users get totally comfortable with the new system. John welcomes any suggestions for making the system better. Rich Jacobs mentioned that he thought the daily conference calls were beneficial and that he felt it would be useful to keep them going for a while. A suggestion was made to include a representative from the Auditor's Office on the new council. The Financial User's Group also needs to be involved. Possibly, the I3 Steering Committee would be the appropriate group to set an interim rate.
4. Council Member Terms – Patti Allen. The DAS Advisory Committee met and came to the following conclusions:

With regard to terms, the Committee liked the idea of transitioning to a three-year term. They also decided to consider the past year a practice year. Voting on both items was essentially unanimous.

With regard to replacing members, council seats would not pass to another person in the same agency, but would revert to the large, medium, and small agency groups and follow the original process. Note: the Technology Customer Council will be losing two members due to retirement, Steve Morris and Jim Anderson (Mr. Anderson is a designated alternate), so will need to seek replacements for those individuals.

There was a brief discussion about needing to revise the administrative rules to reflect the decisions reached by the Advisory Committee. There may be an option that would allow the waiver of an administrative rule. Council members granted Steve Mosena the authority to request a waiver on the council's behalf, if needed.

5. DAS Complaint Resolution Process – Patti Allen. The consensus of the DAS Advisory Committee was that the plan needs further work. The Chairs/Vice Chairs group is meeting later this afternoon and will discuss this item.
6. Other Discussion – Steve Mosena. Steve announced that Nadir Mehta, Administrator of the Planning and Administrative Services Division within ITE, was leaving state government and indicated that he appreciated all of Nadir's assistance in working with the council.

Rich Jacobs stated that the Department of Revenue was working on its FY05 budget and wondered if IT rates were going to change. John responded that for mainframe users, rates would probably be reduced. However from a cash perspective, agencies will pay the same amount they did in FY04 because they will begin paying for items that were previously

unbilled. Based upon discussions with Denise Sturm and others, Rich believed that reduced mainframe rates would mean reduced bills from ITE. Rich still favors a billing system that is based on utilization. John indicated that mainframe and storage rates would drop dramatically, but with the cessation of nonbillable services, costs for FY05 would basically be the same as FY04, but definitely not greater. That will not hold true for FY06.

7. Next Meeting Date and Agenda Items – Steve Mosen.

A tentative meeting had previously been set for June 15, but was changed to June 22. The purpose of the June 22 meeting is approval of a FY06 rate for directory services. Denise has been waiting on the indirect costs to set a definite directory rate. The proposed rate needs to go to the Technology Customer Council at least five days before a vote is taken.

Other agenda items for future meetings:

- July 13 meeting – select new Chair/Vice Chair

There being no further business, Larry Murphy made a motion to adjourn the meeting. Jim Anderson seconded the motion. An oral vote was taken and passed. The meeting concluded at 2:22 p.m.